**POSITION DESCRIPTION**

<table>
<thead>
<tr>
<th>Employee Name:</th>
<th>Position: Director of Facilities Services &amp; Operations</th>
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</thead>
<tbody>
<tr>
<td>Supervisor:</td>
<td>Core Hours: 8:30 a.m. – 4:30 p.m. **</td>
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<tr>
<td>Vice President for Administrative and Financial Services</td>
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<tr>
<td>Department:</td>
<td>Division: Administrative and Financial Services</td>
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<tr>
<td>Facilities Services &amp; Operations</td>
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<tr>
<td>FLSA Status: Exempt</td>
<td>FLSA Exemption: Administrative</td>
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**Position Summary:**
This individual will be expected to direct and lead stewardship of Albright College’s facilities and related assets. The Director of Facilities Services & Operations ("Director") will be expected to set and model the departmental vision of exemplary support and customer service to all stakeholders through the development of timely and efficient processes, work prioritization, team scheduling, and departmental communications. Reporting to the Vice President for Administrative and Financial Services, the position is responsible for all aspects of facilities management, planning, and budgeting. The Director also provides leadership in the management of planning, program development, review and approval, project construction, maintenance and renovations.

**Essential Job Functions:**

- **Operational Accountability and Leadership:**
  - Provide leadership, facilities and operations expertise, and stewardship of the College’s facilities and infrastructure.
  - Ensure the overall appearance and facility operation of the College are of consistent high quality and support the mission of the College.
  - Provides leadership to and oversight of the following areas: operations and maintenance (trades), custodial services, grounds, capital project management, mailroom, and environmental health and safety.
  - Establishes and model the highest customer service standard possible for services provided. Uses collaborative skills, a customer centric approach, and data to ensure that the areas within the department are support the mission and strategic priorities of the College.
  - Ensure all work is completed in a safe and ethical manner an in accordance with OSHA regulations, EPA, PA Department of Environmental Protection, and all applicable local, state, and federal government laws and regulations.
  - Responsible for the management of planning, program development, review and approval of project construction, maintenance, and renovations.
  - Analyze and interpret local, state and federal laws within purview and incorporate into policies.
  - Plan and implement the organization of work and training for departmental needs.
  - Maintain contact with regional, state, and national information resource organizations. Stay current with industry trends and serve as a member of relevant professional organizations such as the Associations of Physical Plant Administrators (APPA).
  - Lead the department in a manner that supports the development a thriving, well, equitable, and empowered organization both within the department and the broader campus community.
  - Perform a variety of related functions as assigned.
**Ability to work nights, weekends, and holidays as needed. Also available to be on-site during planned and unplanned events that impact College facilities.**

- **Resource Allocation:**
  - Allocates the human and financial resources of the Facilities department to provide a safe, attractive, comfortable, and enhanced environment conducive to learning including regular assessment of facilities staff scheduling and workflow.
  - Ensures the proactive identification and implementation of strategies, tactics, and practices that improve the efficiency and effectiveness of the department, through data-driven analysis, including consistent work order prioritization and communication to campus.
  - Plans, organizes, evaluates, and manages the daily operations of Facilities staff to work in a safe, healthy, and secure manner consistent with campus academic and student program needs.
  - In partnership with the Assistant Director of Facilities & Grounds Manager:
    - Proactively promote, coordinate, and manage capital budget projects.
    - Proactively manage departmental budgets, including developing proposals, justifying the selection of contractors, approving expenditures and developing operating and capital budget submissions.
    - Proactively analyze facilities spending, using data-driven information, to assess insourcing / outsourcing opportunities across all facilities operating and capital spending.

- **Collaboration & Communication:**
  - Interacts with a diverse set of individuals including all levels of management, faculty, staff, students, contractors, and vendors to identify customer needs and provide appropriate resources to accomplish core objectives.
  - Work in close collaboration with key departments to develop consistent work order prioritization processes and relevant policy development including academic affairs, residential life, public safety, and athletics.
  - Create a service oriented user-friendly environment in partnership with key campus constituencies.
  - Regular communication of open work order status to key campus constituencies.
  - Coordinates activities with representatives of the Cabinet, the Crisis Management Team, the Weather Response Team, the Capital Planning & Prioritization Group, and others to identify campus needs and direct a proactive response.
  - Provides leadership for campus in facilities planning, space management, capital projects, construction projects, renovation projects, and code compliance.

**Other Essential Job Functions:**
1. Maintains open communication channels to foster a harmonious working environment;
2. Daily communications with direct reports to include:
   a. Daily workload and assignments;
   b. Status of work being performed;
   c. Progress of capital projects;
   d. Any concerns with regard to workload, procurement, staffing, or any issue that would prevent the completion of a work order in a timely manner (less than one week).
3. Performs random inspections and assessments of assigned teams’ work;
4. Maintains accurate and complete records in an organized and efficient manner;
5. Assists with special projects within the facilities department as needed;
6. Other duties that may be assigned.

Physical Demands:
The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to handle, or feel; reach with hands and arms; and talk and hear. The employee is required to stand; walk; sit; and is occasionally required to climb or balance; stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, peripheral vision, and ability to adjust focus.

<table>
<thead>
<tr>
<th>OCCASIONALLY-0-35% OF TIME</th>
<th>FREQUENTLY-36-74% OF TIME</th>
<th>CONSTANTLY-75% OF TIME</th>
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<tbody>
<tr>
<td>Stand</td>
<td>Sit</td>
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</tr>
<tr>
<td>Walk</td>
<td>Lift/Carry/Push/Pull 0-10 lbs.</td>
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<tr>
<td>Drive</td>
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<tr>
<td>Reach</td>
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<td>Bend</td>
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<td>Climb</td>
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<td>Crawl</td>
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<tr>
<td>Squat</td>
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<tr>
<td>Lift/Carry/Push/Pull 11-50 lbs.</td>
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Work Environment:
The work environment characteristics described here are representative of those encountered while performing the essential functions of this job.

The individual is routinely exposed to indoor conditions, minimum outdoor weather and temperature extremes, and moderate noise level.

Qualifications/Prerequisites:
Bachelor's degree and five years of progressively responsible experience in facilities management required, or equivalent combination of education and experience. Preferred experience in a higher education environment with a demonstrated commitment to a proactive approach to property and facility management with daily operation responsibilities. Experience in senior staff leadership, supervision, and project coordination and management required with the capacity for effective strategic planning and budget management. Successful completion of background checks upon hire.

Knowledge, Skills and Abilities:
- Demonstrated managerial effectiveness
- Proven leadership ability
- Excellent written and verbal communications skills, interpersonal skills, and user orientation
- Self-starter with the ability to meet deadlines
- Ability to establish and maintain effective working relationships
- Ability to multi-task
- Proactive and positive approach to problem-solving with demonstrated urgency and a collaborative “can-do” approach
- Work as a strategic visionary, connecting best practice programs and initiatives to the College's mission and established goals
• Unquestioned integrity with a high energy level and a strong work ethic

1. **COMMUNICATION**
   a. Ability to effectively communicate with various constituents of the College, faculty, staff, supervisors, management and co-workers using professional and understandable language skills verbally, in reading, written work and comprehension;
   b. Communication must be professional, consistent with College values, mission and culture;
   c. Must be able to read, speak, write, and fully communicate in English;
   d. Ability to effectively engage in public speaking, and present informative and understandable information in front of various groups as needed.

2. **SKILLS**
   a. Ability to read, analyze, and interpret directives and instructions;
   b. Working knowledge of Association of Physical Plant Administrators (APPA) standards, building automation controls, commercial HVAC systems, electrical distribution systems, OSHA regulations, plumbing, construction management, and project management. Ability to use power and hand tools;
   c. Ability to acquire working knowledge of College policies and procedures, and be able to effectively communicate their intent to subordinates;
      a. Clarifies questions or policy interpretation with Human Resources;
   d. Ability to perform simple and complex mathematical calculations;
   e. Ability to respond professionally to inquiries from faculty, staff, management, and vendors in a timely manner;
   f. Ability to work honestly and with integrity;
   g. Strong computer skills including MS Office applications (Word, Excel, Outlook), internet, e-mail, word processing, etc.;
   h. Advanced maintenance request database skills and experience, to be used within our computer maintenance management system;
   i. Ability to represent the department and College professionally.

3. **EMPLOYMENT EXPERIENCE**
   a. 5+ years’ of related facilities management experience;
   b. 5+ years' of supervisory experience;
   c. 2+ years’ of facilities maintenance database experience.
   d. 2+ years’ of experience working in Higher Education desirable.

4. **EDUCATION**
   a. Bachelor's degree and five years of progressively responsible experience in facilities management required, or equivalent combination of education and experience.
   b. Current certifications in project management (CAPM, PMP, etc.), LEED, APPA, IFMA, and up-to-date continuing education credits and on-going professional development highly desirable.

5. **LICENSES**
   • Valid driver’s license

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This job description is intended to describe the general nature and level of work performed by people assigned to this classification. It reflects management’s assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned.